

**SC CUSTOMER INFORMATION ADVISORY GROUP**  
**MEETING SUMMARY**  
**June 27, 2001**

**Agenda Items**

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- Procurement Requests (Griffin)
- SC Intranet Portal Briefing (Hughes)

**Status of Previous Action Items**

The following action items, and their status to date, were summarized as follows:

<b><u>Action Item</u></b>	<b><u>Status</u></b>
Follow up with Steve Buswell concerning individuals in SC-7 who are having problems with WordPerfect. (Baker)	Completed.
Provide an update on the agreement between SC-30 and SC-65 on the use of ESNET to provide streaming video-teleconferencing. (Baker/Griffin)	Under way. SC-65 is reviewing the service level agreement. An update will be provided at next week's meeting.
Incorporate requested changes into FY02-06 Strategic Plan and report changes to Oyler, Dilworth, and Bolton. (Kruse/Griffin)	Changes have been incorporated. A meeting will be scheduled with Oyler, Dilworth and Bolton to get their comments/acceptance.
Provide names of lead program webmasters to Yockman. (Hiegel/Miller)	Completed.
Follow up with CIO to see what their plans are for upcoming phone system technology (as related to SC conference facility upgrades). (Griffin)	E-Mail sent. Awaiting response.
Make a request to the CIO's office to include field offices in Outlook's global directory. (Griffin)	Request made. Meeting with CIO's office scheduled for 6/28/01 to discuss request and related costs.
Provide cost estimate for outsourcing 10,000 page scanning request. (Kruse)	Discussions underway. An update will be provided at the next meeting.

**Support Center Items**

The following information and updates were provided.

- The SC User Exchange List was provided.
- **Windows 2000 Rollout:** Baker reminded the CIAG of the 6/27/01 meeting with Windows 2000 pilot participants to discussed issues resolved to date and any other issues that need to be addressed. Gene Hughes noted that although we currently plan to begin rolling out Windows 2000 to all users on 7/9/0, that date will be adjusted based on feedback from the pilot participants.

## **Procurement Requests**

- Ted Griffin noted that there have been three requests for Palm Pilots from the SC front office and they have all been filled. When Griffin indicated he would bring requests from other than the front office to the CIAG for advice/decision, the CIAG members indicated that such decisions should be made by the Associate Directors, in conjunction with the appropriate CIAG member. The group indicated that they did not want to make cross-organizational decisions on individual requests; although it would be appropriate to discuss broader issues such as whether the Palm device should belong to an individual or a position.
- Griffin also noted that Barry Parks had requested Macromedia's Dreamweaver, a non-supported software package. SCSC will follow up with him to see whether his needs can be met by supported software.

## **Sequencing FY02-06 IM Services**

Ted Griffin noted that the changes requested by the Program Organizational Administrators and CIAG members at the last CIAG meeting had been made. These requests pertained to Execution Work Management (EWM), Worksheet Exchange (WSX), and services resulting from the CIAG visioning sessions (see 6/20/01 meeting notes for the specific requests made). Griffin asked the CIAG's approval to proceed to seek IM Board concurrence once Dean Oyler, Curt Bolton, and Greg Dilworth had accepted the changes. The CIAG requested that the re-sequenced Plan be sent to all CIAG members for e-mail approval once the revised document is acceptable to Oyler, Bolton, and Dilworth. Griffin indicated he would proceed as requested but would schedule the Plan for further discussion at the next CIAG meeting if there were unresolved issues.

## **SC Intranet Portal Briefing (SCIP)**

Gene Hughes presented an introductory briefing on SCIP, including the capabilities that will be available when the SCIP is delivered this Fall. He noted that some of the capabilities will be available only to users who have rights to them, and that training on SCIP's tools and gadgets would be provided. There was some discussion about the document sharing capabilities of SCIP versus the document management focus of the Electronic Information Management project (that will be on the agenda at the next CIAG meeting). There was also a general discussion of training needs, with CIAG members expressing the view that extensive training would be required. Kathi Centeno noted that the training to get SCIP "up and running" is minimal, but that additional training would be needed for the full range of capabilities. She indicated that SC-65 would discuss training and rollout in more detail at a future meeting. Gene Hughes noted that it is likely that SC-65 would hold a pilot training course to obtain customer feedback.

## **Action Items**

- Provide an update on the agreement between SC-30 and SC-65 on the use of ESNET to provide streaming video-teleconferencing. (Baker/Griffin)
- Provide an update on the cost estimate for outsourcing a 10,000 page scanning request once scanning specifications are provided by the individual who made the request. (Kruse)
- Update the CIAG on efforts to determine the CIO's plans for upcoming phone system technology (in order to understand the impact on SC needs for conference facility upgrades). (Griffin)
- Update the CIAG on discussions with the CIO's office on including field offices in Outlook's global directory. (Griffin)
- Provide revised FY '02 – '06 Strategic Plan and report changes to Dean Oyler, Curt Bolton, and Greg Dilworth and, after their acceptance, e-mail to CIAG for final approval. (Kruse/Griffin)
- Schedule SCIP training/rollout for further discussion at an upcoming CIAG meeting. (Rice/Centeno)

### **Proposed 7/11/01 Meeting Agenda**

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- Infrastructure Support Center (Baker/Hall)
- SCIP Training and Rollout (Centeno)
- Electronic Information Management (Hughes)

### **Meeting Attendees**

<b>Name</b>		<b>Organization</b>	<b>Contact Information</b>
<b>Burris-Co-Chair</b>	<b>Peggy</b>	<b>SC-1 &amp; 5</b>	<b>6-7265</b>
<b>Rice-Exec. Sec</b>	<b>Pat</b>	<b>SC-65</b>	<b>3-4556</b>
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Buswell	Steve	SC-7	6-9741
Campbell	Kevin	SCSC	3-5313
Centeno	Kathi	SC-65	3-5472
Clay	Mitzi	SC-65	3-3717
Farrand	Sue	SC-65	3-1884
Forsythe	Todd	SC-65	3-6409
Hanlin	Cathy	SC-23	3-1965
Hodges	Michele	SC-65	3-1891
Hughes	Gene	SC-65	3-5409
Jernigan	Lori	SC-64	3-5212
Kruse	Jason	SC-65	3-6592
Martin	Joanna	SC-65	3-5730
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475
Talamini	Karen	SC-14	3-4563